



Last Revised: October 2012

Replaces Transit Operations Superintendent: July 2012

Job Title:	Assistant Manager of Transit Operations
Job Description Number:	7108
Department/Division:	Public Transportation/Transit
Exemption Status:	Non-Exempt
Pay Grade:	214
Immediate Supervisor:	Manager of Transit Operations
Normal Work Schedule:	Mon-Fri, 8 hours/day

Brief Description of the Job:

Assist the Transit Manager of Operations in the Operations Division of the Transit Department. Ensure efficient and effective operations through close monitoring, responsible supervision, and sound timely decision making. Duties and responsibilities include, but are not limited to, supervise, hire and system plan, train personnel, safety training, make recommendations for budget control and perform additional tasks as assigned. Train, supervise, and evaluate all driver personnel, plans, recommend, monitor, and evaluate bus and van service levels, policies and procedures. Investigate complaints and accidents, take public complaints and administer disposition if required, assist with telephone inquiries, investigate, take photos, complete documents, FTA regulations of reporting, follow City policies and procedures along with DOT post-accident Drug & Alcohol requirements. Monitor all shelters and bus stops and equipment ensuring that locations of shelters and signs are safe. Repair and/or replaces when needed. Schedule and monitor daily bus operator schedules. Perform safety training o new hires and current employees and all current FTA safety requirements. Certify passenger applications for demand response van service. Monitor and review all revenue handling procedures and security policies. Review and complete scheduling and weekly time sheets. Monitor GTA buildings and grounds and recommends maintenance requirements. Assist Manager of Transit Operations in the completion of the department evaluations, review for operational status, project future status and recommend plan of action. Attend various committee meetings, public hearings, etc. Drive buses and para-transit when needed. Special events and Bus 101 training to the public.

Essential Functions:

Supervisory Responsibility (90%): Supervise and monitor performance of employees. Provide input on hiring. Provide input on disciplinary actions. Provide input on work objectives, effectiveness, and realigning work as needed. Monitor and approve all leaves and time off requests. Complete weekly work schedules. Interaction with drivers, passengers, and management support team. Exercise considerable initiative and independent analytical and evaluative judgment. Perform route changes and schedule changes when needed. Conduct safety training and operational procedures. Review camera surveillance systems. Fill in bus driver when needed. Handle emergencies. Conduct building inspections. Make determination for drug and alcohol testing for post-accident or reasonable suspicion. Monitor driver radio system due to safety, direction, or assistance and dispatches when required. Daily contact with Public Works on bus and/or building repairs. Contact with vendors/suppliers.

Customer Service (10%): Take public complaints and administer disposition as required. Assist with telephone inquiries. Assist passengers with questions and with special needs.

Other duties and responsibilities as assigned.

Physical Demands

Overall Strength Demands: Medium strength demands include exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.

Physical Demands: Continuously requires walking, vision, hearing, and talking. Frequently requires standing and handling. Occasionally requires fine dexterity, lifting, carrying, sitting, reaching, foot controls, balancing, and twisting. Rarely requires kneeling, pushing/pulling, climbing, bending, and crouching.

Machines, Tools, Equipment, and Work Aids: Coin counter, mobile radio system, security cameras, and telephone.

Computer Equipment and Software: Desktop computer and related software.

Working Conditions

Overall Working Conditions: Satisfactory: Occasional exposure to unpleasant environmental conditions and/or hazards.

Environmental Factors: Daily exposure to extreme temperature, wetness and/or humidity, respiratory hazards, noise and vibration, and physical hazards.

Health and Safety: Constant exposure to mechanical hazards. Occasional exposure to chemical hazards, electrical hazards, fire hazards, and physical danger or abuse. Rare exposure to explosives and communicable diseases.

Primary Work Location: Office Environment and Outdoors (Bus Routes and Bus Terminal).

Protective Equipment Required: None.

Non-Physical Demands

Frequently requires time pressures, frequent change of tasks, performing multiple tasks simultaneously, working closely with others as part of a team, and noisy/distracting environment. Occasionally requires emergency situations, irregular schedule/overtime, and tedious or exacting work.

Job Requirements

Formal Education: Two year Associate's degree or equivalent in Transit Experience is required.

Experience: Over four years of experience in Transit Operations, with over two years as a Supervisor are required.

Driver's License Required: CDL Class B South Carolina license with passenger endorsement.

Certifications and Other Requirements: Bus Transit Certifications (Drug & Alcohol Suspicion, Safety Behind the Wheel, Accident Investigations), Reasonable Suspicion Drug Certification, Post Accident Certification

Job Demands

Reading: Advanced Level: Ability to read, analyze, and interpret general business periodicals, professional journals, technical journals and procedures, financial reports, legal documents, and governmental regulations as well as literature, books, reviews, reports, and abstracts.

Math: Intermediate Level: Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement.

Writing: Intermediate Level: Ability to write reports, prepare business letters, summaries, meeting minutes, and emails using proper format, punctuation, spelling, and grammar, using all parts of speech.

Human Collaboration Skills: Decisions regarding interpretation of existing policies may be made. Contacts may involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas. Work has a high impact on the organization. External contacts include general public, Greyhound, County, cleaning supply, Atlas Food Company, Printing Company, and Uniform Company. Internal contacts include Engineering, Human Resources, Payroll, and IT.

Management and Supervision: Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed. Semi-complex scope of supervision. This position is responsible for supervising the positions of Transit Shift Supervisor, Transit Shift Leader, Bus Operator, Van Operator, and D/R Van Operators.

Technical Skill: Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization. Advanced application: Work affects accuracy of multiple projects.

Freedom to Act and Impact of Action

Receives Limited Direction: The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically. Moderate impact of action: Moderate benefits or costs in time, money, or public/employee relations.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.